



Conditions for FlexRetire

Your policy

This is a regular-premium endowment plan.

This policy helps **you** to build up savings during the **accumulation period**, to provide a regular income during the **payout period**.

If the insured becomes **totally and permanently disabled** (before the age of 70) or dies during the term of the policy, **we** will pay a lump-sum benefit instead.

You may cash in this policy. However, this policy is designed to provide the best value in the long term, so **you** should consider this carefully. **We** recommend that **you** get financial advice.

1 What your policy covers

If the insured becomes **totally and permanently disabled** (before the age of 70) or dies during the **accumulation period** or **payout period**, **we** will pay the benefit shown in this table.

Time when claim event happens	Benefit
During the accumulation period	105% of all net premiums paid, and 100% of the terminal bonus.
During the payout period	105% of all net premiums paid, and 100% of the terminal bonus, less all regular payments we have paid you .

However, if the **cash value** is more than the benefit shown in this table, **we** will pay the **cash value** instead.

This policy will end when **we** make this payment.

2 Our responsibilities to you

a Converting to regular payments

If the policy has not already ended, when the **accumulation period** ends, **we** will work out the **conversion value** of this policy. If there is any policy loan, the **conversion value** will be the value after taking off the policy loan and interest.

If the **conversion value** is less than \$10,000, **we** will pay **you** the policy's **cash value** and the policy will end.

If the **conversion value** is at least \$10,000, the **payout period** will begin and **we** will pay the **regular payment** for the next 10, 20 or 30 years, depending on the selected **payout period**, or until the policy ends.

We will work out the **regular payment** based on the **conversion value** and **we** will pay it every month. **We** will pay the first **regular payment** one month after the end of the **accumulation period**.

Each **regular payment** will at least be equivalent to the guaranteed **regular payment** shown in this table. This table also shows the maximum number of regular payments **we** will pay. If this policy has not already ended, it will end when **we** pay the last **regular payment**.

Payout period	Guaranteed regular payment	Maximum number of regular payments
10 years	0.83% of the guaranteed conversion value	120
20 years	0.51% of the guaranteed conversion value	240
30 years	0.40% of the guaranteed conversion value	360

b Using your regular payments

You can choose to use the **regular payment** in one of the following ways.

- Place it in a deposit account to earn interest at a rate **we** will set.
- Receive it as a payout.

Before the first **regular payment** is due, **we** will write to **you** to remind **you** what **you** chose, and also the **payout period you** selected.

If **we** do not receive a different instruction from **you** at least 30 days before the first **regular payment** is due, **we** will go ahead with your original wishes. **We** cannot change the **payout period** after this.

We will then follow this same choice for the later **regular payments** unless **you** tell **us** your choice at least 30 days before the next **regular payment** is due.

c Deposit account

We will apply the following conditions if **you** place the **regular payment** in a deposit account.

- The **regular payments** that stay in this account will earn interest at a rate **we** set. **We** may change the interest rate at any time by giving **you** 30 days' notice.
- **You** may top up this account with the **regular payments** that are due. **You** cannot top up this account with any other money, including past **regular payments** which were not placed in this account.
- **You** may withdraw the amount in your deposit account at any time without having to pay any withdrawal charges. However, **we** may decide on a minimum amount for each withdrawal.
- **You** will not pay any other charges or fees on this account.
- If this policy comes to an end, **we** will pay out any amount in your deposit account and **we** will close this deposit account.

d Cash value

When **you** have been paying premiums for this policy for at least two years, **you** may cash in this policy for its **cash value** and it will end.

However, if the premium term for your policy is five years or below, **you** may cash in this policy for its **cash value** after **you** have paid premiums for at least one year. The policy will end after **you** cash in. **We** may review and revise the way **we** work out the **cash value**.

You cannot convert this policy to a **paid-up** policy.

During the **accumulation period** only, **you** may choose to cash in this policy partially and keep the benefits on the part that **you** do not cash in.

e Loans

During the **accumulation period**, **you** may take a loan from this policy depending on **our** terms and conditions. **We** will take all loans and their interest from any amount **we** may be due to pay under this policy. If at any time the amount of the loans and interest is more than the **cash value**, this policy will end.

You may repay all or part of the loan at any time. However, when the **accumulation period** ends, **we** will take off any loans and their interest from the **conversion value**. The interest charged on the loan will be based on the rate agreed at the time **you** took the loan. **We** may change the interest rate at any time by giving **you** 30 days' notice.

You may not take a loan during the **payout period**.

f Bonus

You have bought a participating policy from **us** and it forms part of the Life Participating Fund. This policy will share in the profits and losses from this fund, by **us** adding a bonus. There are four scenarios where **we** may pay a bonus.

- During the **accumulation period** and **payout period**, **we** may pay a 'terminal' bonus at the time of making a claim or if **you** cash in this policy.
- At the end of the **accumulation period**, **we** may add a bonus (**non-guaranteed conversion value**) when **we** work out the **conversion value**.
- During the **payout period**, **we** may pay a bonus on top of each guaranteed **regular payment**, by applying a bonus rate to the **non-guaranteed conversion value**. **We** may or may not pay this bonus for each **regular payment**.
- For the last **regular payment**, **we** may also pay an additional 'maturity' bonus, on top of the **regular payment**.

These bonuses are not guaranteed. They are recommended by **our** appointed actuary and approved by **our** board of directors.

3 Your responsibilities

You will pay your first premium at the time **you** apply for this policy. **You** will then pay future premiums when they are due. **You** will have 30 days as a period of grace to make these payments for this policy to continue. If **we** are due to pay any benefits during this period, **we** will take off any unpaid premiums from the benefits.

If **you** still have not paid the premium after the period of grace, **we** will pay the premiums on your behalf so the policy and its riders can continue. **We** will only do this if the policy has enough **cash value** to repay them. **We** treat this as a loan (called an automatic premium loan) and charge **you** interest. If there is not enough **cash value**, this policy will end.

We will take these loans and interest from any amount **we** may be due to pay under this policy. If at any time the amount of the loans and interest is more than the **cash value**, this policy will end.

If this policy ends because there is not enough **cash value**, **you** can reinstate it within 36 months by paying the premiums **you** owe along with interest. This applies as long as **you** give **us** satisfactory proof of the insured's good health and there is no change in the risks covered by this policy.

4 What you need to be aware of

a Suicide

This policy is not valid if the insured commits suicide within one year from the **cover start date**.

We will refund the total premium paid, without interest, from the **cover start date**.

b Total and permanent disability benefit

Under the definition of **total and permanent disability** (TPD), if the insured is under 65 years old, he or she must be unable to carry out any occupation. **We** do not pay if the insured is merely unable to perform the same job as before, or is unable to perform a job to which his or her training, education or experience is suited for.

If the insured is 65 years old and above, but under 70 years old, he or she must be suffering from a **severe disability**. Otherwise, **we** will not pay the benefit.

However, if there is **total physical loss**, and the insured is under 70 years old, **we** will pay.

We will pay this benefit in a lump sum, up to \$1 million each year. If the benefit is more than \$1 million, **we** will pay in yearly installments. Once **we** begin paying the TPD benefit, this policy will immediately end and **you** will not have to pay premiums.

If before **we** have finished paying all the yearly TPD installments the insured dies, or the policy reaches the end of its **payout period**, **we** will pay the rest of the yearly TPD installments in a lump sum. **We** will not pay for death as the policy would have already ended.

We may ask **you** to provide proof of continued TPD before each yearly installment. If the insured is no longer **totally and permanently disabled**, **we** will stop the yearly TPD installments and **you** will have to pay premiums again. The policy will then resume, but the benefits under the resumed policy will be based on a reduced amount, to take into account the amount of TPD benefit which has already been paid. **We** will tell **you** the amount of the reduced benefits.

We will not pay this benefit if your claim arises from:

- deliberate acts such as self-inflicted injuries, illnesses or attempted suicide;
- unlawful acts, provoked assault, or deliberate exposure to danger; or
- the effects of alcohol, drugs or any dependence.

We will also not pay this benefit unless the insured is certified by a **registered medical practitioner** to have been **totally and permanently disabled** for at least six months in a row.

If the insured is also covered for TPD under any policies which have been issued in the past (whether issued by **us** or by any other insurer), the total TPD benefit due under all these policies cannot be more than S\$3.75 million (not including bonuses). In this case **we** will first take into account the amounts due under the earlier policies, and then pay out only an amount to bring the total payments to S\$3.75 million (not including bonuses). The cover for death will be reduced by the TPD payment, and this remaining cover will continue as long as **you** pay premiums on it. **We** will work out the remaining cover and the reduced premium **you** will need to pay for this remaining cover.

c Making a claim

We must be told within six months after the diagnosis or the event giving rise to the claim.

d Transferring the legal right of the policy

You cannot assign (transfer) this policy unless **you** tell **us** in writing and **we** agree to the assignment.

e Excluding third-party rights

Anyone not directly involved in this policy cannot enforce it under the Contracts (Rights of Third Parties) Act (Chapter 53B).

5 Definitions

Accumulation period means the period shown in the policy schedule, starting from the **policy entry date**. During the **accumulation period**, premiums are payable only for the premium term **you** have chosen.

Cash value means the amount available when **you** cancel a policy that has a savings feature before **we** pay a benefit under it (for example, for death), or it becomes due for payment (maturity), for example, an endowment policy. **We** work out the amount of the **cash value**.

Conversion value means the sum of the **guaranteed conversion value** and the **non-guaranteed conversion value**. If there is any policy loan, the **conversion value** refers to its value after taking off the policy loan and interest.

Cover start date means the date:

- **we** issue the policy;
- **we** issue an endorsement to include or increase a benefit; or
- **we** reinstate the policy;

whichever is latest.

Guaranteed conversion value means the minimal conversion value. **We** work out this value at the end of the **accumulation period**.

Net premium means the regular premium amount as shown in the schedule, or the reduced regular premium if a part of the policy has been cashed in earlier. If **you** change the frequency of your regular premium amount, **we** will use the then current regular premium amount to work out all **net premiums** paid.

Non-guaranteed conversion value means the additional conversion value on top of the **guaranteed conversion value**. It is not guaranteed. However, once **we** work out its value at the end of the **accumulation period**, it will not change.

Paid-up means not paying any future premium payments and reducing the cover after the policy has built up a **cash value**.

Payout period means the period of 10, 20 or 30 years beginning immediately after the end of the **accumulation period**, during which **we** pay the **regular payment**.

Premium term means the period **you** must pay premiums.

Policy entry date means the 'Policy entry date' shown in the policy schedule.

Registered medical practitioner means a doctor who is qualified in western medicine and is legally licensed in Singapore or has the qualifications recognised by the Singapore Medical Council.

Regular payment means the payments which are paid out monthly during the **payout period**.

Severe disability means the inability to perform at least three of the following activities of daily living, even with the aid of special equipment and always needing the help of another person throughout the entire activity.

- Washing - the ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash satisfactorily by other means.
- Dressing - the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances.
- Transferring - ability to move from a bed to an upright chair or wheelchair and vice versa.
- Mobility - the ability to move indoors from room to room on level surfaces.
- Toileting - the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene.
- Feeding - the ability to feed oneself once food has been prepared and made available.

Total and permanent disability, and **totally and permanently disabled**, mean any of the below.

- If the insured is under 65 years old, **total and permanent disability**, and **totally and permanently disabled** mean **total physical loss**, or the inability to take part in any paid work for the rest of a person's life.
- If the insured is 65 years old and above but under 70 years old, **total and permanent disability**, and **totally and permanently disabled** mean **total physical loss**, or **severe disability**.

Total physical loss means:

- the total and permanent loss of sight in both eyes;
- the loss of, or total and permanent loss of use of, two limbs at or above the wrist or ankle; or
- the total and permanent loss of sight in one eye and the loss of, or total and permanent loss of use of, one limb at or above the wrist or ankle.

We, us, our means NTUC Income Insurance Co-operative Limited.

You means the policyholder shown in the policy schedule.